



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value

DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SUGGESTION AWARDS COORDINATOR

Class No. 002326

■ CLASSIFICATION PURPOSE

To promote, administer, and coordinate the Countywide activities of the Do-It-Better-By-Suggestion (DIBBS) Program; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Suggestion Awards Coordinator is a one position, professional class allocated to the Department of Human Resources. The Suggestion Awards Coordinator is responsible for promoting, implementing, coordinating, and administering the County's cash award program, Do-It-Better-By-Suggestion, in which employees submit detailed suggestions to improve operational efficiency and productivity, enhance service delivery to the public, or reduce County costs. This class reports to a Human Resources Services Manager and acts as staff to the Suggestion Awards Committee, which is comprised of representatives from Board of Supervisor offices and County departments.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Coordinates activities to administer the Do -It-Better-By Suggestion Program.
2. Acts as staff to the Suggestion Awards Committee and carries out assigned work to meet committee goals.
3. Acts as program spokesperson and liaison between County departments and employees on all suggestion awards matters.
4. Promotes program activities and encourages employee participation through special events such as workshops, advertising campaigns, Board of Supervisor proclamations, County-wide e-mail, bulletin boards and newsletters, and Suggestion Awards month activities.
5. Provides training to County departmental coordinators on how to screen, evaluate, and process employee suggestions.
6. Conducts investigations on determinations.
7. Resolves suggestion award disagreements and appeals.
8. Prepares published report of program activities, accomplishments, and events.
9. Assists in development of annual program report to the Board of Supervisors.
10. Oversees and coordinates the evaluation and analysis of suggestions involving multiple departments or functions.
11. Conducts comparative studies of other agencies suggestion award/employee recognition activities.
12. Directs and reviews the work of assigned assistants.
13. Calculates and prepares award payments.
14. Reviews subject matter findings and makes recommendations to Suggestion Award Committee.
15. Supervises subordinate staff.
16. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Employee motivation theory and recognition practices and techniques.
- Systems, methods, theories and practices concerned with employee motivation and recognition.
- Techniques, methods and concepts for investigating the feasibility and merits of suggested changes to work flow processes, methods or organizational structure.
- Current human resources management practices and organizational structures and theories.
- Basic statistics.
- General principles of employee supervision.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Design, plan and conduct advertising and promotional campaigns and programs.
- Act as a promoter, liaison and spokesperson for a Countywide program.
- Establish and maintain cooperative working relationships with those contacted during the course of work.
- Complete time and politically sensitive projects.
- Communicate effectively orally and in writing.
- Research and conduct investigations of operational structures and relationships in a wide variety of occupations, departments and department levels to determine the merit and feasibility of employee suggestions.
- Analyze data and make recommendations.
- Interpret rules, policies and guidelines governing the mission, functions and responsibilities of County departments.
- Supervise subordinate staff.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are: a bachelor's degree from an accredited college or university in business administration, marketing, communications, public administration, or a closely related field; AND,

1. Two (2) years of professional experience administering, or marketing, an employee recognition or motivation program, OR
2. Two (2) years of professional experience acting as support staff for a governmental advisory or other comparable public-private partnership committee.

Note: Additional years of experience as described above may substitute for the education requirement on a year-for-year basis.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: October 27, 1995
Reviewed: Spring 2003
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